

Department Name: Office of Real Estate, Housing & Community Development

Fiscal Year: 2012/13

Date Prepared /Updated: 04-24-2012

Department Mission/Purpose Statement

"We are dedicated to maximizing the City's assets for the best public purpose, funding and providing public services to improve our residents' quality of life, and promoting community development opportunities."

Department Description

The Office of Real Estate, Housing and Community Development (REHCD) is divided into six divisions:

- Asset Management Manages the City's real estate assets. Refer to Table of Organization.
- Redevelopment Agency (RDA) Administers the day-to-day operations and funding of for the City Center Redevelopment Area.
- Economic Development & Intergovernmental Affairs Provides business assistance and coordinates the City's intergovernmental advocacy efforts. Refer to Table of Organization.
- Housing & Community Development Administers entitlement funds. Refer to Table of Organization.
- **Community Services** Addresses the human services and referral needs of our community's youth, elderly, families and others.
- **Homeless Services Program** Provides services and advocacy for the homeless. Refer to Table of Organization.

See attached Table of Organization



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Assistant City Manager

Real Estate, Housing & Community Development

Real Estate, Housing & Community
Development is comprised of six divisions,
Asset Management, the Redevelopment
Agency, Housing & Community Development,
Homeless Services, Community Services, and
Economic Development.

Economic Development & Intergovernmental Affairs

Provides business assistance, facilitating private capital investment, supporting joint venture development, and conducting market research. This Division also coordinates the City's intergovernmental advocacy efforts

Asset Management Division

Manages City's real estate portfolio, real estate transactions, and contracts governing the use of Cityowned properties, properties leased from others, and beachfront concessions

Homeless Services Programs

Serves and advocates through partnerships, coalitions and special initiatives for the homeless in our community.

Community Services Division

Provides direct services and advocacy for children, families, elder residents, and other individuals in our community.

Housing and Community Development Division

Administers affordable housing and public service activities funded through the federal and state grants, as well as ARRA (stimulus) funded programs.

Redevelopment Agency

Manages day-to-day operations of RDA, including the funding for capital projects and programs in City Center



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Fiscal Environment:

The **Asset Management Division** manages the City's real estate portfolio, assessed at approximately one billion dollars, and generates revenues from leases, contracts, and concession agreements.

Redevelopment Agency (RDA): The RDA is funded from tax increment revenues received from the City and County within the boundaries of the City Center Redevelopment District.

The **Economic Development and Intergovernmental Affairs Division** pursues federal and state earmarks for City projects, which have totaled more than \$30 million in the last decade and have included: \$1,000,000 for the Interoperability/EOC Initiative; \$570,000 for the Atlantic Greenway Corridor, \$500,000 for Stormwater Infrastructure Improvements; \$200,000 for the After School Program/Teen Club, and \$1,420,000 for the West Avenue Bridge.

The **Housing & Community Development Division** receives annual entitlement funding from the US Department of Housing and Urban Development (HUD) via the Community Development Block Grant (CDBG) and HOME programs, as well as from the State Housing Initiative Partnership (SHIP) program. Recent one-time federal and state allocations of stimulus funding were also administered by this division, including Neighborhood Stabilization Program funds and CDBG-R funds. There have been significant fluctuations in funding over a three-year period. While amounts of allocated entitlement funds dramatically increased over the past two years, funding was dramatically reduced for FY12/13. There is no expectation that the City will be receiving additional stimulus funds in the near future.

The **Community Services Program** is supported by the General Fund and receives funding from The Children's Trust for the operation of three youth programs: Morning All Stars, Parent-Child Home Program and Success University (Miami Beach Service Partnership). The Division also receives funding from the Emergency Food and Shelter Program.

The **Homeless Services Program** is supported by General Funds as well as grant funds from the Miami-Dade County Homeless Trust. The Miami-Dade County Homeless Trust provides funding for a Homeless Management Information System, as well as for emergency hotel subsidy for homeless families, chronic individuals and transgender clients, and for identification replacement assistance. The County's Homeless Trust also funds outreach services. The program also received federal stimulus funding for the Homeless Prevention and Rapid Re-Housing Program.



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Business Environment:

The **Asset Management Division** is responsible for managing the City's real estate portfolio of leases, contracts, and concession agreements. Contracts vary in size ranging from small offices for public service programs to large public venue property leases such as the Miami Beach Marina. Asset Management is the issuing authority for all beachfront concession permit operations and subsequently manages the contractual agreements generated. In addition, the Division also manages Street Market operators and a City-wide vending machine contract.

The **Redevelopment Agency's (RDA)** primary role is to provide the funding mechanism to undertake capital projects throughout City Center. The RDA also provides lead staff support to the Collins Park Oversight Committee to identify and address community issues and concerns pertaining to public and private development activity.

The Economic Development & Intergovernmental Affairs Division monitors economic conditions and proposed legislative changes that have significant impact to the City. Due to the slow economy, unemployment, and restrictions imposed by lending institutions, focus is on small business assistance, neighborhood business districts, facilitation of financing sources and resolution of short-term cash flow challenges, and increasing coordination with workforce partners to address workforce and employment issues. Additional challenges related to statewide political and economic conditions will continue, and proposed legislative changes that have significant impact to the City are expected to increase, given state budgetary constraints.

The **Housing & Community Development Division** works closely with a variety of partners to prioritize and achieve its housing and community development goals. The Division holds public hearings and encourages input in every aspect of the City's comprehensive Consolidated Planning process from citizens, housing providers, social service agencies, and other public agencies. Several competitive processes are conducted annually to award federal and state funding for affordable housing development projects, public service programs and capital projects. This Division works very closely with the City's Community Development Advisory Committee, Loan Review Committee, and the state-mandated Affordable Housing Advisory Committee, as well as with federal and state monitors to ensure compliance with all program rules and regulations.

The **Community Services Division** works collaboratively with a variety of community-based agencies to address our residents' emerging needs including employment, rent assistance, youth development, food and family stabilization. Through the Miami Beach Service Partnership, the Division is working to create a citywide, holistic delivery system for our community's most vulnerable residents as well as developing best practices to ensure that the service network continues to thrive in the current, unstable economic environment.



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The **Homeless Services Program** serves as a conduit to harness the resources of various community-based providers in order to identify and deliver resources to the City's homeless in a holistic manner. The Program maintains positive, cooperative working relationships with community providers in order to address the needs of the City's homeless. Through comprehensive street outreach, the Program identifies and engages homeless individuals in order to begin the process of advocating for those seeking remedy to an immediate need. The division also works closely and collaboratively with other City departments and with the City's Committee on the Homeless to address the needs of the community as they relate to homeless concerns.





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Significant Prior Accomplishments:

Asset Management Division:

• Oversaw a \$1.2 million increase in revenues (35.4%) in the past four years.

FY09/10 collected: \$3,406,497FY10/11 collected: \$4,149,902

FY11/12 projected collections: \$4,500,015FY 12/13 projected collections: \$4,614,855

- Negotiated and completed 22 new leases and concession agreements to achieve 100% occupancy of leasable sites.
- Managed overall portfolio of 82 contracts governing the use of City-owned properties, plus 63 beachfront concession permits

Redevelopment Agency (RDA):

- Implemented and provided funding for the Community Policing program in City Center, including program enhancements involving sanitation, code enforcement, graffiti eradication and private security patrols;
- Worked with Public Works, Sanitation, and Parks to develop and fund comprehensive maintenance of capital assets developed with TIF, including Lincoln Road, the Beachwalk, Collins Park and the public restroom facilities on Collins Avenue and 22nd Street;
- Continued to coordinate capital funding requirements with CIP to continue implementation of the City Center Right-of Way Improvements and Collins Park area streetscape improvements;
- Worked with the New World Symphony and Hines to achieve completion of the New World Symphony's New World Center, the 550-space Pennsylvania Avenue Garage, Soundscape Park, as well as extensive infrastructure improvements related to the project.
- Completed the \$7.8 Million renovation and construction of Collins Park
- Initiated planning and design phase of the Collins Park Garage, which will consist of approximately 400 parking spaces and ground floor ancillary retail space.

Economic Development:

- Responded to 181 business assistance inquiries during FY 2011;
- Notified 450 historic property owners about the County's historic property assessment;
- Secured and analyzed Zip Code level quarterly employment data from Workforce Florida;
- Maintained Commercial Area Profiles for South, Middle and North Beach;
- Maintained the Economic Development Database, refined estimates and methodology, and simplified the process to update the Statistical Abstract;
- Completed Easement Purchase Agreement for the West Avenue Bridge;
- Completed purchase of land for the Collins Park Parking Garage;

Intergovernmental Affairs:

- Secured \$570,000 in Federal funding for the Atlantic Greenway project;
- Secured \$200,000 for the After School Program:
- Secured \$1,000,000 in Federal funding for the City's EOC
- Secured a \$500,000 state earmark for the City's storm water improvement program;
- Worked to modify the State's implementation of CDBG Neighborhood Stabilization Funding, which
 resulted in the eventual award of \$2.5 million to the City;
- Successfully opposed efforts to eliminate local authority over sexual predator distance



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requirements;

Housing & Community Development Division:

- Coordinated allocation of grant funding to, and monitored development of, the following affordable housing and public facility projects:
 - UNIDAD North Beach Senior Center
 - Boys & Girls Club Youth Center in Flamingo Park
 - Jewish Community Services Senior Center
 - > Rebecca Towers roof replacement
 - > Douglas Gardens Mayfair Apartments renovation of 34-unit affordable housing project
 - Meridian Place major renovation of 35-unit affordable housing project
 - ➤ London House Phase I major renovation of six-unit affordable housing project
 - ➤ London House Phase II major renovation of 18-unit affordable housing project
 - The Barclay renovations to 66-unit affordable housing project
 - ➤ The Madeleine Village major renovation of 16-unit affordable housing project
 - ➤ The Lottie major renovation of nine-unit affordable housing project
 - ➤ The Neptune renovation of 35-unit affordable housing project
- Executed and managed 22 new Community Development Block Grant (CDBG) funding agreements for 14 public service programs, seven housing and capital improvement projects, and one fair housing compliance contract. Public service programs included home-delivered meals for the elderly, youth services, and homeless prevention;
- Executed and managed three HOME contracts for construction of affordable housing;
- Monitored 22 prior-year entitlement grants for on-going projects.

Community Services Division:

- Partnered with Barry University with funding from The Children's Trust to provide it's first-ever, home-based literacy program for children aged 16 to 48 months and their parents.
- Established a Laptop Loaner Program for all schools within the Miami Beach Senior High School feeder pattern and 11 elder housing buildings utilizing computers acquired by the City through IBM
- Provided before and after school programming via the Morning All Stars Program, a nationally recognized best practice prevention program, at Nautilus Middle and Fienberg Fisher K-8 Center
- Served 42 families with \$35,485 in rent and food assistance through the Emergency Food and Shelter Program and the remaining balance of the Homeless Prevention and Rapid Rehousing Program
- Expanded agency membership in the Miami Beach Service Partnership by adding Get Credit Healthy, Aspira of Florida and Rose Lesniak Dog Trainer, LLC
- Collaborated with the City's Fire Department Emergency Management Division and the National Oceanic and Atmospheric Administration to present bi-lingual hurricane preparation workshops for the community's elderly residents
- Provided 788 walk-in clients with 1,163 referrals to community-based services
- Issued \$1,160 in food vouchers for families facing food insecurity
- Obtained \$71,074 in tax refunds for 72 households served by the division's free tax preparation service provided in conjunction with the Internal Revenue Service
- Ranked among the county's highest truancy prevention collaborative with a score of 87.63 for its Success University program which served 233 youth and their families in collaboration with nine human service providers



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Homeless Services Division:

- Served 919 homeless clients
- Completed 8,056 homeless contacts/engagements
- Placed 476 persons in shelter
- Transitioned 169 people from homelessness to permanent housing
- Relocated/reunified 103 homeless persons to/with family members
- Distributed 1,540 Miami-Dade Transit Agency tokens
- Administered the Homeless Prevention and Rapid Re-Housing (HPRP) grant, which rapidly re-housed 50 people from homelessness into permanent housing.
- Established an identification assistance program with \$25,000 in grant funding from the Miami-Dade County Homeless Trust. The program assists the homeless by obtaining vital record documentation and state issued picture identification.
- Doubled the emergency hotel/motel funding from Miami-Dade County Homeless Trust to \$50,000



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Future Outlook:

While the economy and political climate continue to evolve, the outlook for real estate revenues is positive, however, after weathering a dramatic increase in entitlement and stimulus funding, the FY12/13 entitlement funding was dramatically reduced. The five-year forecast for entitlement funds anticipates a slight decline in FY13/14 CDBG funding, and level CDBG and HOME funding thereafter. Prior year grants and development of public service and housing projects currently underway must continue to be monitored, yet will face budget gaps.

Asset Management forecasts moderate to strong growth in rental revenues as economic conditions continue to rebound. Tenants paying a percentage of gross revenues are optimistic about continued growth. Most contracts with flat-fee rents contain rent escalators requiring either a fixed percentage increase in rent, or an increase based upon the Consumer Price Index.

The Redevelopment Agency's objective over the next five years shall focus on the planning and implementation of capital projects associated with, but not limited to, the Convention Center Master Plan, acquisition and construction of the Collins Park parking garage; the second phase expansion of the Bass Museum and completion of the City Center streetscape improvements.

Economic Development conditions will continue to impact the business community, including traditional neighborhood goods and services; while the 'pricing out' of these business due to real estate prices may slow, challenges due to reduced consumer spending levels as well as local employment trends will increase. Opportunities to retain retail should be explored. Market research efforts to include updated market capacity information will be more important than ever to help the business community, entrepreneurs and potential investors during their decision making.

Housing and Community Development anticipates, as per the President's Proposed Budget for FY13/14, a five percent (5%) reduction in funding for the CDBG program and level funding for the HOME program. Funding for both of these programs was dramatically reduced from the FY12/13 budget. Public service programs that assist the elderly, children, and persons with disabilities will suffer. Completion of affordable housing projects underway will be a challenge due to the reduction in entitlement funds.

Community Services anticipates a sustained need for its stabilization services (rent/ utility assistance, food) as the economy seeks to fully recover and many of our residents struggle with unemployment, underemployment and the risk of housing instability. These needs are amidst the termination of the Homeless Prevention and Rapid Re-housing Program prevention funds and the elimination of the YEN program's funding by The Children's Trust. This is further exacerbated by anticipated additional reductions from The Children's Trust and in the Emergency Food and Shelter Grant program.

Homeless Services Program anticipates a greater need for outreach to homeless families due to economic circumstances. In response to this need the Miami-Dade County Homeless Trust has increased emergency hotel funds. The Homeless Services Program is looking to expand and grow its outreach efforts by seeking competitive funding. Recently, the Program was awarded an identification assistance grant that will assist those who are missing the proper documentation and funding to obtain state-issued identification. The Program is also on track to deplete Homeless Prevention and Rapid Re-Housing Program funds by the expenditure deadline.



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Miami Beach Strategic Planning Framework

The Department Work plan is aligned with Citywide strategic outcomes and initiatives established through extensive community input. The City's strategic planning process provides a framework at a broad level of where we want to go, how we get there, and how we measure our progress along the way. The process ensures increased communications at all levels of City government using consistent terms.

 Our Citywide *Vision* communicates the community's shared vision for the best possible future for the City of Miami Beach:

Cleaner and Safer, Beautiful and Vibrant, A Unique Urban and Historic Environment, A Mature, Stable, Residential Community with Well-Improved Infrastructure, A Cultural, Entertainment Tourism Capital and an International Center for Innovation and Business, While Maximizing Value to Our Community for the Tax Dollars Paid

Our Citywide *Mission* statement communicates the role of our government in achieving this vision:

We are committed to providing excellent public services and safety to all who live, work, and play in our vibrant, tropical, historic community

 Our Values communicate to all levels of our organization the manner in which we expect all decisions, interactions and activities to be performed:

We maintain the City of Miami Beach as a world-class city.

We work as a cooperative team of well-trained professionals.

We serve the public with dignity and respect.

We conduct the business of the City with honesty, integrity, and dedication.

We are ambassadors of good will to our residents, visitors, and the business community

- Our Identified Priorities communicate activities that are essential to help us achieve our vision: Capital Improvement Program, Strategic Planning and Economic Development, Organizational Development, Neighborhood Services, and Investment in Technology
- We have developed Key Intended Outcomes across all City Departments. These are the results
 the City plans to achieve towards accomplishing its Vision. These outcomes are from the
 customer/community perspective (e.g. quality of service provided, customer satisfaction).
- Key Performance Indicators (KPI) expresses the City's Key Intended Outcomes in measurable terms. Departments monitor additional performance indicators (Department Performance Indicators) that support these Citywide Key Performance Indicators.
- Initiatives are undertaken to drive the performance level for a key performance indicator.



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Citywide Key Intended Outcomes supported by the Department:

- Increase community satisfaction with city government
- o Attract and maintain a workforce of excellence
- o Improve cleanliness of Miami Beach rights of way especially in business area
- o Increase visibility of Police
- o Reduce the number of homeless
- o Increase access to workforce or affordable housing
- Ensure well-maintained facilities
- o Preserve our beaches
- o Improve process through information technology
- o Enhance external and internal communications from and within the City
- Maximize efficient delivery of services
- o Ensure expenditure trends are sustainable over the long term
- o Improve the City's overall financial health and maintain overall bond rating
- Control costs of payroll including salary and fringes
- o Enhance learning opportunities for youth
- Improve the lives of elderly residents

See Department Performance Plan for additional supporting details

Real Estate Housing & Community Development Performance Plan Highlights

	Departmental Performance Indicator				Actu	Target					
Citywide Key Intended Outcome		FY 04/05	FY 05/06	FY 06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12	FY 12/13	FY 2012/2013 Adopted Initiatives
Increase visibility of Police	# of reports measuring program effectiveness of RDA Community Policing Program		1	1	1	1	1	1			Add Police Measures to Police & RDA Performance Plans using GIS to define crime statistics
Reduce the number of	# of shelter placements made	524	764	826	912	563	532	562	735	540	
homeless	# of relocations completed	225	194	208	155	103	82	96	129	96	
	KPI: # of homeless in the City	239	218	173	98	141	149	177	173		
	# of homeless contacts made	5,750	8,292	18,966	21,197	14,427	11,753	9,039	5819	4300	
	Total # of homeless clients transitioned to permanent housing	34	113	54	47	14	10	157	39		
Increase access to workforce or affordable housing	KPI: % of residents rating availability of workforce housing as acceptable / the right amount	38%								80%	Develop marketing plan for affordable housing including advertising and providing media information regarding
	KPI: # of CMB Affordable Rental Units			4,699	4,607	4,605	4,633	4,743	4796	4,796	major accomplishments related to affordable housing and opportunities funded by the City
	# of affordable rental housing units rehabilitated							39	60		
	# of counseled first-time homebuyers in Homebuyers Assistance Program	12	75	78	60	60	60	149	104		
	# of first-time buyers	1		9	12	5	11	10	2		
	# of rehabilitation of owner-occupied units	6	14	10	3	8	12	7	2		
Ensure well- maintained	# of agreements managed by REHCD			33	34	104	108	82	145		
facilities	Average occupancy rate City owned properties							91%	100%	95%	
	Average rate per square foot for leased properties							\$35	\$38		
Preserve our beaches	Supports measures on Citywide Scorecard										Provide Feedback to Environmental Division in Public Works to meet their beach monitoring needs Increase the current PT Field Monitor to FT to preserve the quality of the City's beaches and better monitor the 63 beachfront concessions and street markets, including the weekend activities of the two Lincoln Road Markets and the Normandy Market
Improve process through Information Technology	% of contracts recorded and maintained in the EDEN Contract Module			95%	99%	101%	98%		46.90 %	100%	Summarize and track contracts development for City assets

If Actual Field is blank then data was unavailable or survey question was not asked in that year

Improve the City's overall financial health and maintain overall bond rating	Supports measures on Citywide Scorecard					Evaluating amending ordinance to increase beachfront concession upland fees
Strengthen Internal Controls						Improve oversight of agreements through an additional Leasing Specialist

Community Services Performance Plan Highlights

Citywide Key	Departmental				Actua	l		Target	FY		
Intended Outcome	Performance Indicator	FY 04/05	FY 05/06	FY 06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12	12/13	2012/2013 Adopted Initiatives
Improve the Lives of Elderly Residents	KPI: % of Residents more than 65 years old Rating Miami Beach City Government as Good or Excellent in Meeting their expectations			71%		80%			66%		
	KPI: % of Residents more than 65 years old Rating the City of Miami Beach as a Place to Live as Excellent or Good			85%		88%			88%		
	# of Senior Participants in City's Recreational Programs				1,403	1,358	2,262	3,135	2582	2,000	
	KPI: Total City Dollars Expended Per Elderly Resident in the City (CDBG, Recreation \$'s, etc.)		\$9.22	\$9.41	\$8.80	\$9.16	8.79	10.73	TBD		
	# of elder residents provided free transportation services					1,967	1,154	1,932	1,548	1,000	
	# of recreational and educational programs offered for elder residents		7	10	15	13	15	40	43	10	
	Total # of elder residents provided with care coordination services					240	367	644	533	400	
	Total # of SHARE Food Program orders placed by elder residents					193	363	271	N/A	N/A	

Citywide Key Intended Outcome	Departmental Performance Indicator				Target	FY 12/13					
		FY 04/05	FY 05/06	FY 06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12	FY 12/13	Adopted Initiatives
Enhance mobility throughout the city	Federal Transportation Funding (\$ in millions)	3.2mil	0.64 mil	0.5mil	0.57mil	0.5mil	Omil	Omil	TBD	3mil	Pursue project authorizations in the new federal Surface Transportation Authorization bill. Focus on long term transportation plans with the County using PTP dollars
Improve parking availability	# of public/private opportunities	2	4	3	3	2	2	2	TBD	1	Continue to evaluate opportunities to acquire land where possible for additional parking
Preserve our beaches	Federal & State Beach Renourishment Funding (\$ in millions)	7.3mil	1.9mil	5.5mil	1.8mil	1.7mil	1.3mil	0mil	TBD	1.5mil	Continue federal lobbying to secure funding and sources of sand
Protect historic building stock	# of properties contacted about historic property incentives				475	468	470	446	431	600	
Enhance external and internal	# of Business Academy sessions						3	4	2	4	Partner with the North Beach commercial real estate industry and other interests to create a commercial site directory.
communication from and within the City	# of business guides distributed				13	75	77	66	83	75	
	# of Economic overview presentations conducted				5	5	5	6	TBD	5	
Improve the city's overall financial health and maintain overall bond rating	Funding received other than transportation, affordable housing, infrastructure, and beaches (\$ in millions)	2mil	Omil	.05mil	1.34mil	Omil	Omil	0mil	TBD	0mil	Evaluate business improvement districts

Economic Development Performance Plan Highlights

Citywide Key	Departmental Performance Indicator				Actual					Target FY	FY 12/13 Adopted Initiatives
Intended Outcome		FY 04/05	FY 05/06	FY 06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12		
Maximize Miami Beach as a destination Brand											Identify and monitor business area measures (cleanliness, crime, public appearance, turnover, etc)
Improve Convention Center facility											Complete Convention Center Expansion and Enhancement Project
Diversify business base in Miami Beach	KPI: % businesses rating the CMB as one of the best, or above average, or average places to run a business	75%		83%		87%			87%		 Work with the State of Florida DCA on implementation of the Energy Economic Zone Pilot program Identify barriers to growth
	# of Economic reports distributed				112	137	104	99	TBD	144	for the City's businesses that are in non-economic base industries Develop Lincoln Lane Develop and implement a
	KPI: # of business assistance contacts			70	117	162	182	181	101	60	program to provide outreach to new businesses in the City and businesses leaving the
	KPI: % of businesses that would recommend Miami Beach to others as a place to run a business			62%		67%			70%		City of Miami Beach
Increase access to workforce or affordable housing	Federal Dept. of HUD Earmarks Awarded (\$ in millions)				.52	.5	0mil	0mil	TBD	0mil	Pursue Federal HUD Appropriations for the City Center Housing Initiative
	Neighborhood Stabilization Funding Awarded (in \$ millions)					2.5	9.3mil	0mil	TBD	0mil	
Enhance learning opportunities for youth	Federal Dept. of Justice Earmarks for the After School Program (\$ in millions)			\$0.68	0.2	0.5	Omil	0mil	TBD	1mil	Pursue Additional Federal Justice Appropriation for After School Program and Arts for learning